



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending September 30, 2006

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.80	5.50	4.70	5.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.04	3.88	4.70	4.54
C. Repair Office Answer Time [730.510(b)(1)]	28.00	17.00	14.00	19.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	56.00	55.00	44.00	51.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.50	0.80	1.30	1.53
H. Percent Repeat Trouble Reports [730.545(c)]	5.80%	0.00%	0.00%	3.15%
I. Percent of Installation Trouble Reports [730.545(f)]	12.50%	8.00%	5.13%	8.54%
J. Missed Repair Appointments [730.545(h)]	1	3	5	3
K. Missed Installation Appointments [730.540(d)]	1	1	1	1

Comments



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